"Building Our Community One Family At A Time"

Communiqué

A publication of Louisville Metro Cabinet for Health & Family Services





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April, 2006

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I. Bringing Us Together

Create a fiscally responsible government that's more efficient, effective and easier for citizens to connect with.

ayor Jerry Abramson's Community Conversations continue on the <u>3rd</u> Monday of each month.

These on-site and on-line events provide opportunities to share whatever might be on your mind! So, mark your calendars now for the next sessions in 2006:

May 15: Westport Middle School Gym, 8100 Westport Road June 19: Newburg Middle School Gym, 4901 Exeter Avenue

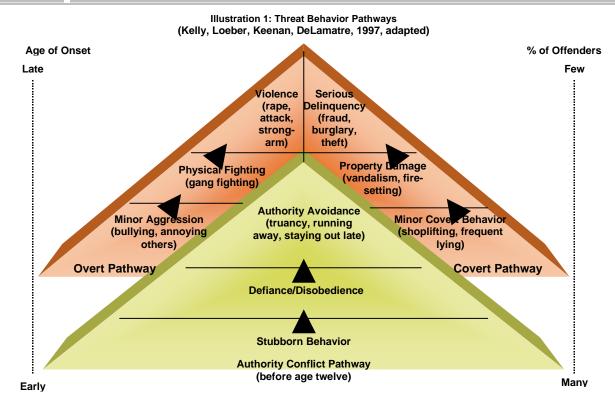
<u>July 17:</u> Carter Elementary School Cafeteria, 3600 Bohne Avenue

For more information and the complete list of dates: http://www.louisvilleky.gov/mayor/CommunityConversations.asp.

ouisville Metro Alliance for Youth Needs Assessment Report-Executive Summary: Louisville/Jefferson County is a community of promise and opportunity for many, but not all, of our vouth. A significant number of our youth and families are struggling daily with economic challenges, physical problems, mental health issues, physical and emotional abuse/neglect, alcohol and substance abuse, delinquency, and academic failure just to name a few. The Louisville Metro Alliance for Youth (Alliance) believes that our community has an obligation and an opportunity to improve the circumstances for all of our fellow citizens. After all what affects one of us affects all of us. A Needs Assessment Report has been prepared by the Alliance with the hope that it will highlight not only the challenges facing youth in our community, but our current efforts and opportunities to intervene in a more focused and effective manner.

Data presented in the report is intended to illuminate known critical risk and protective factors impacting the lives of youth in the Louisville Metro area. Risk factors are those internal and external qualities and conditions that have been scientifically linked to delinquent, criminal and other problem behaviors. Protective factors and "assets" are qualities and conditions that potentially provide a buffer and may decrease the likelihood that an individual will engage in delinquent and harmful behavior. The presence and/or absence of any single risk factor or protective factor/developmental asset cannot be linked to any specific delinquent or behavioral problem within the community. Rather, it is the accumulation of both the negatives and positives that influence the larger community of youth.

The development of serious delinquency unfolds over time and progresses from less serious to more serious behaviors. There is strong evidence that early aggressive behavior and age of first delinquency are strong predictors of later and more serious delinquency. Research shows three distinct pathways that delinquent youth follow as they move from early and minor problems to more serious behaviors. The earliest (and first) pathway is *authority conflict*. This pathway can be noted for very young children and begins with stubborn behavior, followed by defiance/ disobedience and then authority avoid-



ance (e.g., truancy & running away from home). Children in this group often get recognized for their troubling behavior as early as preschool (both by parents and caregivers). Some youth persist in their problem behaviors following the "covert" pathway and/or "overt" pathway. Covert behaviors include minor offending such as shoplifting and may progress to serious offending including fraud, burglary and theft. Overt behaviors are recognized as person crimes ranging from minor aggression to violent offenses.

Data for Louisville/Jefferson County provide an idea of how youth in our community are developing problem behaviors and whether these are increasing or decreasing. First, recent data indicates a downward (or positive) trend in some significant areas of problems/risks including: child abuse/neglect, children in poverty, decrease in certain school reported problems, birth to teens, school dropouts and felony drug arrests. On the other side, the community has seen a recent upward (or negative) trend in a number of problem behaviors. Of particular concern are early indicators such as elementary school suspensions, deliberate disruption of school, middle school suspensions, school suspensions for fighting, self reported alcohol and drug use, drug arrests and both increasing misdemeanor and felony arrests. At the highest level of offending Louisville/ Jefferson County has recorded increases in weapon possession in school (although the numbers are relatively small), arrests for assault, burglaries and violent crime arrests.

Community investments in recent years have increasingly focused on programs based on proven evidence and positive outcomes for youth. These ranged from early child development including child safety and parenting skills for at-risk mothers to school readiness. Investment in programs that support developmental assets have been

notable in increasing attachment to school and building healthy peer relationships contributing to improved dropout rates, teen birth rates and rates of substance abuse. Additional investments have been made through local funding and federal grants to lessen aggressive behaviors and substance abuse with promising results. As recent data suggest, there is a need to increase support for programs which target elementary and middle school youth particularly in the areas of aggressive/anti-social behaviors and substance abuse.

With a *Needs Assessment* and the resulting *Report* as a first step, the Louisville Metro Alliance for Youth has initiated a journey toward collaborative, evidence based, accountable and dynamic programs for youth. The ultimate goal is that Louisville will be characterized by a full range of services and opportunities that support our young men and women in their pursuit of success. We hope that service providers, parents and youth have

taken advantage of the "Forums" that occurred in which the content of the Needs Assessment were presented, and that dialogue is occurring about what should be the next steps.

ealth Department Completes Behavior Risk Survey. The Health Department has completed a telephone survey of 2000 adults throughout Louisville to get a snapshot of the community on a host of health measures ranging from access to health care, to smoking rates, to physical activity.

The survey tool, called the Behavioral Risk Factor Surveillance System (BRFSS) was designed by the Centers for Disease Control and Prevention.

"This year's survey will serve as a base line to allow us to measure our progress in future years," said Metro Health Director Dr. Adewale Troutman.

Analysis also included dividing the Louisville Metro area into five contiguous areas, each comprised of Metro Council Districts. This will give Council Members, as well as neighborhood residents, more details on the area in which they live. Also this analysis of the data will guide the Health Department in locating various health initiatives.

Some survey results include the following:

- More than 13% of Louisville adults, or more than 70,500 adults, have no health care coverage of any kind. This percent is similar to the percent for Kentucky and the US. More than 21% of African American females reported no coverage.
- One in every six adults in Louisville (16.7%) rate their health as "fair" or "poor." This

is similar to the percent for the US and slightly lower than the percent for Kentucky. More than 29% of African American females reported "fair" or "poor" health.

- Almost one in five adults (19.4%) reported illnesses or symptoms from outdoor air pollution during the past year.
- More than one in every four Louisville adults (27.2%) and Kentucky adults (27.5%) reported that they currently smoke. This is higher than the national rate of 20.8%.

Some bright spots in the report include the following:

- Almost 77% of Louisville adults 65 years of age and older received an influenza shot during the past year. This is higher than the percent for Kentucky (64%) and for the US (68%).
- Almost 69% of Louisville adults 65 years of age and older have ever received a pneumonia shot. This is higher than the percent for Kentucky (58%) and slightly higher than the US percent (65%).
- Nearly four of every five Louisville adults (79%) reported participating in some form of physical activity during the past month, outside their job. This is higher than the Kentucky percent (70%) and slightly higher than the US percent (77%).

Complete survey results are available on the Health Department web site at www.louisvilleky.gov/ Health.

EDICARE PART D ENROLLMENT AS-SISTANCE. Family Health Centers (FHC) provide ongoing assistance to their Medicare patients to enroll in a Part D (prescription drug) plan. Even after the initial enrollment deadline, there will be staff available to assist patients with the enrollment process as patients become eligible for Medicare. FHC patients may schedule an appointment to meet with a patient advocate at FHC's Portland clinic or may be seen on a walk-in basis. Appointments may be scheduled by calling 772-8370.

Louisville Metro Human Services – 810 Barret Avenue, 3rd floor – Trained staff and volunteers are available on Tuesdays and Thursdays from 10 AM to 1 PM to assist walk-ins with Medicare Part D enrollment until the deadline date of May 15, 2006. For assistance, come to the third floor reception window at the Urban Government Center.

ummer Food Service Program (formerly The Summer Lunch Program). The Summer Food Service Program (SFSP) will begin on June 5 through August 11, 2006. SFSP provides a nutritious free breakfast, lunch, snack or dinner to youth 18 years of age and under



AGING AND DISABLED CITIZENS CITIZENS SERVICES GUIDES

Are available from the LMHS Office for Aging & Disabled Citizens. Please call to make arrangements to pick up copies. Cindy Venable, Program Coordinator, Phone: 502-574-5092.



BRING YOUR LUNCH, YOUR INTEREST AND A COLLEAGUE

If you provide services to, have an interest in or would like more information about the new residents to Louisville who come from other countries, you are invited to participate in the "Immigrant Services Brown Bag Lunch". This series of brown bag discussions is scheduled for the Fourth Tuesday of every month, in the Ballroom at Memorial Auditorium - 970 S. 4th Street - from 12:00 to 1:30.

Immigrant Brown Bag

Please take note of the meeting days for 2006 (Fourth Tuesday of the month)

May 23 June 27 July 25 August 22 September 26 October 24 November 28

and/or participants enrolled in public, private, non-profit school programs established for the mentally or physically disabled. ALL youth 18 years or younger can participate regardless of need or family income.

The Summer Food Service Program is administered locally by the Louisville Metro Community Action Partnership and is funded by the U.S. Department of Agriculture and administered by the Division of School & Community Nutrition of the KY Department of Education.

Last summer over 6, 500 children were served at 113 sites throughout Louisville Metro. To become a SFSP site or for more information, call Rhonda Wooten at 574-1157 or www.louisvilleky.gov/cap.

ummer Heat Relief Program. Summer is on the way and the Louisville Metro Community Action

Partnership (LMCAP) Summer Heat Relief Program will provide one air conditioner per household for family members that suffer from medical conditions that are determined to be life threatening June 12th through August 4th 2006.

Clients may call (502) 574-1157 or come by any of the LMCAP locations to receive a Medical Form to be completed by their doctor. This program is in partnership with the WLKY TV 32 Fan Club.

A Medical Review Committee meets every week to determine which applicants are awarded an air conditioner. All clients who do not meet the criteria to receive an air conditioner will receive a fan. To qualify for this program you must meet the 110% federal poverty guideline. Clients may call any of CAP locations for an appointment once their Medical Form is completed. All appointments are assigned between 9:00am –

11:00am Monday through Friday. This program is supported by donations from DuPont and the Community Services Block Grant.

To apply clients must bring the following:

- Picture ID.
- Proof of Social Security numbers for everyone in the household.
- Proof of income for the previous month.
- · Proof of address
- Completed original Medical Form with doctor's signature

t Matthews Area Ministries Continues Tradition of Service. On the cold days we have recently experienced, a thirteen year old boy just might think of St. MAM. Some months ago I accompanied his mother to Burlington Coat Factory and St. MAM purchased two new coats (one for her and one for him). She walks to work everyday and has often arrived at work wet and cold. She may continue to walk to work but hopefully she arrives a bit more warm and dry.

A young mother thinks of St. MAM when she straps her baby into his new car seat and when she dresses him each morning. Thanks to the generosity of those who contribute to the St. MAM "Early Essentials for Infants/Toddler" program, we meet some of the most basic needs for young struggling parents.

She moved from New England around November '05 and recently contacted our office late one Friday afternoon. She shared how desperate they were for an old mattress because they had no beds. Apparently, they had been sleeping on quilts and blankets in the floor of the apartment for more than 3 months. She and her young sons sleep a bit more comfortably now

May is National Community Action Month

The Louisville Metro Community Action Partnership (LMCAP) will kick-off National Community Action Month with a State of Poverty Luncheon, Wednesday, April 26, 2006 at the Muhammad Ali Center. The events listed below are part of festivities occurring nationwide to mark National Community Action Month, which was established by the Community Action Partnership. Throughout May, Community Action Agencies across the country including LMCAP, host a variety of community events to showcase how they are helping people and changing lives. It is also an opportunity for Community Action Agencies to underscore the problems low-income people face and why programs such as those offered by LMCAP are important. For more information about National Community Action Month events call Latoscia Mason at (502) 574-1157, ext. 327 or visit our website at www.louisvilleky.gov/cap.

Louisville Metro Community Action Partnership National Community Action Month Events

- State of Poverty Luncheon, Wednesday, April 26, 2006 Muhammad Ali Center, 11:30am 1:30pm
- Retired & Senior Volunteer Program Site Managers Appreciation Breakfast, Friday, May 12, 2006-Executive West Hotel, 830 Phillips Lane, 8:30am -10am
- Kentucky Seniors Saving Medicare Medicare Part D Senior Access Site Sign-up Marathon, Monday, May 15, 2006- LMCAP Administrative Office, 1200 South Third St., 10am-3pm
- Foster Grandparent Program Volunteer Recognition Luncheon, Thursday, May 18, 2006-Masterson's, 1830 South Third St., 11:30am 1:30pm
- Summer Food Service Program for Children Open House, Thursday May 18, 2006-LMCAP Administrative Office, 1200 South Third St, 4pm-7pm
- LMCAP/American Red Cross Blood Drive, Monday, May 22, 2006-Southwest Government Center, 7219 Dixie Hwy, 2pm-7pm
- Mini-Job Fair, Friday, May 26, 2006-Southwest Regional Library, 10375 Dixie Hwy, 11am-1pm

with the help of a queen size mattress and box springs we delivered to her apartment that very evening.

It takes a community to foster "community". St. MAM has the privilege of sharing much needed fresh bread, bagels, pastries and more with families each week thanks to Panera Bread. A family arrived in Louisville with their four sons ranging from age 9 months to 13 years of age, having fled the devastation of Hurricane Katrina in New Orleans. The outpouring of support resulted in the renovation of an old church parsonage and within a brief few weeks the family had a new home. They are now settled and the father is back in school. St. MAM ministers to them and many other families every week by providing bread and pastries.

Some may not think of St. Matthews as a place of poverty and per-

sonal struggle. But one need not travel far to realize that need confronts us in both likely and unlikely places. Ask the gentleman recently found hiding out in Beechwood Baptist, merely trying to stay warm on a harsh cold winter night. Ask the businessman who works full-time alongside his spouse in their family business, barely making ends meet and needing assistance with utilities. Ask the elderly woman who barely gets by on a limited fixed income, relies on her medications and needs help getting her prescriptions filled. Ask the young single mother who must work, must have childcare, and cannot afford the total cost for care. Ask the families who run out of food before the next paycheck is available and do not qualify for food stamps.

Take a drive through St. Matthews and down some of the side streets. It is a community not unlike many

communities. You might ask yourself as you drive slowly past the houses: Could a single parent live in this home and how might they manage on one income? Could an elderly single man or woman live in this home struggling to survive on a fixed income? Of the 87,000 in Jefferson County who do not have medical insurance, might one of those families live in this home? And if struck with a major illness, whether to a provider or a dependent, might the impact be near catastrophic for this family? Of the 200 families we see each year going through divorce, might one of those families live in this home and what might the financial and emotional impact be upon them? Realizing that most families are but one or two paychecks from major financial problems, of all the homes you pass and view, might some if not many represent families or individuals with no savings, or very limited savings, in the event of unexpected

calamities that befall families virtually everyday?

Who knows what struggles are faced inside the homes on the street where you live? Some of those families are glad that St. Matthews Area Ministries was there for them. Aren't you? "The needs of people know no boundaries."

II. Keeping Us Safe and Healthy

Create a safer community through improved coordination, employee training and greater emphasis on prevention.

moke Free Law Enforcement Going
Smoothly. Implementation and enforcement of
Louisville's new Smoke Free Law is progressing in an orderly and low-key manner. With a few exceptions, the law that went into effect on November 15th has gained widespread acceptance throughout the community.

Twenty-seven Health Department environmentalists have been sworn in as Citation Officers. As of April 10th, the Health Department had received 588 complaints, many of which occurred within 30 days of the law's enactment. As of April 10th, the Health Department had also issued 46 citations.

"Enforcement has been running very smoothly," said Scott Nethery of the Health Department's environmental division. Most of the citations issued have been to bingo halls. We expect that the courts will resolve these cases by May 12th," said Nethery.

The Health Department responded to complaints during the first 30 days of the law's enactment by educating business owners and employees about the provisions of the law and by issuing warnings. Following the first 30 days of the law's enactment, Health Department Enforcement Officers began issuing citations.

Although a range of businesses have received citations, the vast majority have been issued to private bingo halls. On January 13th, the code-enforcement board upheld the citations of four bingo halls that had appealed their citations and found them guilty of violating the Smoke Free Law.

The four bingo halls have now appealed to Jefferson District Court. Ten more bingo halls have also appealed their citations to the code enforcement board. The codeenforcement board is now awaiting a ruling from district court on these cases as well as on the original four cases. Jefferson District Court is expected to rule by May 12th.

"Given the fact that the new law applies to more than 20,000 businesses throughout our community, the relatively few complaints and citations indicate that most of the community is embracing Louisville's new Smoke Free Law," said Metro Health Director Dr. Adewale Troutman.

Businesses can pick up free *No Smoking* signs at the Health Department at 400 E. Gray Street or they can download and print signs and other materials at www.louisvilleky.gov/Health/SmokeFree.htm.

ommy Smith Track
Clubs to Come to Louisville. Olympic Gold Medallist Tommy Smith will
bring his highly successful youth
track clubs to Louisville.

The Health Department and the Mayor's Healthy Hometown Movement are launching the Tommy Smith Track Initiative. The Health Department is now reaching out to local partners including track clubs, schools, businesses and social organizations to help bring 10-15 track clubs serving about 40 children each to western Louisville. Plans call for the first annual Tommy Smith Youth Track Meet in Louisville sometime this summer.

"There is a paramount need to grow our kids," said Tommy Smith, who was in Louisville on February 10th to begin organizing the clubs.

"Obesity, hypertension, and diabetes are just three diseases that disproportionately affect communities





Dr. Troutman, Tommy Smith and Mayor Abramson

of color," said Health Director Dr. Adewale Troutman.

Louisville will be the second city in which Tommy Smith track clubs have been initiated. Studies of Oakland, California elementary and middle school children who participated in the track clubs have shown positive outcomes in personal fitness, academic achievement, school retention, and self-confidence, primarily among African American children. As was the case in Oakland, progress of children participating in the clubs will be tracked using such measures as body mass index and weight loss.

Tommy Smith gained national prominence in 1968 when he won the Gold Medal in the 200-meter race at the Mexico City Olympics. He and team mate, bronze medallist John Carlos, bowed their heads and raised gloved fists during the awards ceremony as a non-violent civil rights protest. Since 1968 Tommy Smith has been a National Football League player, as well as a college track coach and instructor.

higellosis on the Rise in Louisville. More than 100 people infected since August. There has been a significant rise in the number of shigellosis cases in Louisville. In the seven-month period from August 2005 through February 2006, there have been 107 shigellosis cases compared to an average of 8 cases for the same seven-month period in 2004 and 2005.

Most of the cases are being seen in children between 2 and 9 years of age in schools and day care centers.

"The absolute best way to prevent the spread of shigellosis is to wash your hands after using the bathroom and before eating," said Health Department Medical Director Dr. Matt Zahn.

Shigellosis is a highly contagious disease that is caused by bacteria. Its symptoms include diarrhea, fever, nausea, abdominal cramping, and vomiting. In severe cases there may be blood or mucus in the stool.

The bacteria can pass from one person to another when hands, food, or objects such as toys, contaminated with stool or feces are placed in the mouth. People who don't wash their hands thoroughly, even under the fingernails, after having a bowel movement, may spread the disease.

In 1996 Louisville was confronted with a major shigellosis outbreak that eventually saw 1,030 people suffer from the disease.

In order to avoid disease and to prevent another epidemic of shigellosis it is extremely important that children, parents, and day care providers wash their hands with soap and hot water:

- After each bowel movement
- After helping a child use the toilet
- After handling items that may be soiled by stool, such as diapers
- Before preparing or eating food.

BE A CONTRIBUTOR

Share information about your Agency, program or services with other service providers.

Send your articles to: Communique_submissions@louisvilleky.gov.

***Reminder that CQ is a quarterly publication.

"Anyone showing symptoms of shigellosis should see a doctor," said Dr. Zahn. "Because the disease is highly contagious, children displaying shigellosis symptoms should be kept out of school, day care, or camp until they have been treated with antibiotics for 24 hours and no longer have diarrhea. People who work with food should take the same precautions," said Dr. Zahn.

Partners with Patients through Self-Management Support. The promotion and management of a healthful and satisfying life in the presence of chronic disease requires individuals to assume partnership roles with health care providers. All patients with chronic illness make decisions and engage in behaviors that affect their health (self-management). Disease control and outcomes depend to a significant degree on the

amily Health Centers

Collaboration between the patient and primary care team is important to effective self-management. FHC encourage this collaboration through a process that includes increasing a patient's knowledge about a disease (patient education) and increasing the patient's skills for coping with symptoms, treatment, physical and social consequences, and lifestyle changes that may accompany a chronic illness.

effectiveness of self-management.

Goal setting, problem solving, and motivational interviewing are key components of self-management. FHC's behavioral health clinicians help patients become partners in their care by working with them to assess health literacy, provide patient education, engage them in goal setting, and develop an action plan. Behavioral Health clinicians support treatment by working with patients to identify problems from their point of view, overcome

barriers to following treatment recommendations, support selfmanagement goals already identified, and provide follow-up about their action plans in person or by telephone. Self-management support is currently being utilized in the treatment of chronic depression and diabetes. A goal is to spread this collaborative model to other chronic disease states, such as cardiovascular disease and asthma.

ental Initiatives: Chomping down on the needs. Quiz: What is the most prevalent infectious disease in the USA today? Flu? AIDS? Mumps? No, it's tooth decay. A variety of causes contribute to its status as an epidemic. Yes, tooth decay!

The Family Health Centers (FHC) dental clinics are hard at work to demolish the statistics. The Portland clinic has participated in the Kids' Smiles Fluoride Varnish Program since 2003. The State of Kentucky funds this effort to varnish the teeth of infants and children through age five. In 2005, FHC dentists initiated the Kids' Smiles program at its satellite clinics. Nurses were trained to apply the varnish so that the sites without dental clinics can fight tooth decay in their patients. The varnish protects the enamel helping to prevent early childhood caries. This condition, formerly termed "baby bottle tooth decay" was renamed to reflect the broader causes of tooth decay, such as eating or drinking sugary treats.

FHC's medical providers refer their patients for Kids' Smiles as the need arises, since the varnish is provided free on a "walk-in" basis. Dental staff educate the parents while applying the varnish. Parents usually are surprised to learn that decaying baby teeth affect their children's permanent teeth. Also, most parents don't realize

that the child's saliva can infect others by a kiss or drinking from the same cup.

amily Health Centers' Friday Emergency **Dental Clinic Contin**ues. Last summer, FHC's dental clinic, located at 2215 Portland Avenue, began an emergency clinic on Fridays. People with infections, those who have lost fillings, or someone who needs to have a tooth pulled may simply walk in. The first 20 to arrive at 8:00 a.m. receive needed emergency dental care. This has proven to be a popular clinic and will continue as long as there is a demand for such services.

oming Attractions-Community Child Protection and Domestic Violence training sessions. During the months of June thru November 2006, the following 6 training CPS/DV sessions will be conducted by the Community Partnership for Protecting Children (CPPC) Family Violence Services Group and the Kent School of Social Work. Locations and exact dates and times to be announced at a later date.

1. Offender Treatment/DVOT vs Anger Mgmt (benefits, treat-

*************** Back to School Health and Safety Festival Thursday, July 27th 9:00 a.m. to 2:00 p.m. **Bridges of Hope Neighbor**hood Place 13th and Algonquin Co-Sponsored With: Area FRYSCs and LMHA **Immunizations** School Supplies **Exhibitors** Refreshments

- ment goals, objectives on case plans, etc.)
- 2. Petitions and Safety Planning (risk assessments, when petitions are warranted, compliance and safety issues, etc.)
- 3. Community Coordinated Response to DV (various programs working together to aid in protection vs standing alone)
- 4. Legal Issues and DV (process of obtaining a EPO, DVO, Criminal Warrant, role of advocates in Ct., prosecution of a case in Criminal Court and Family Court dependency cases, etc.)
- 5. Same Sex and Domestic Violence
- 6. Effects of DV on Children (working with and parenting children exposed to dv)

For additional information contact Michelle.Carle@ Ky.gov,
Larry.Michalczyk@ky.gov or Dr.
Amy C Cappiccie at accapp01@louisville.edu.

III. Promoting Education and Growing Jobs

Promote education to create better opportunities for all citizens and develop a higher skilled, knowledge-based workforce. Attract and nurture businesses and provide better paying jobs.

raduate! Greater Louisville launches April 19th! What is Graduate! Greater Louis-

ville? Graduate! Greater Louisville is a community-wide initiative committed to connecting individuals with educational opportunities, from GED to PhD – and everything in between. The campaign encourages Greater Louisville's residents to "go higher" in their educational pursuits. By calling 1-877-Go4-

Grad, a person is connected to a counselor at the Kentuckiana College Access Center, a one-stop resource for getting into college.

- If you are a high school dropout, we'll help you get your GED.
- If you are a college dropout, we'll help you get back to school.
- If you are a high school graduate or have a GED, we'll help you get into short term training or go on to get your associate or bachelor's degree.
- If you already have your associate or bachelor's degree, we'll help you move to the next level so you prosper in your career.

Why? It's simple: The higher your educational attainment level, the higher your earning potential and the better quality of life you and your family will have.

To get started on your educational journey, call 1-877-Go4-Grad.

This initiative is being led by GLI, KentuckianaWorks, and the local colleges and universities.

IV. Enhancing Neighborhoods & Protecting Our Quality of Life

Create strong neighborhoods and protect and improve our Louisville quality of life.

ane Run Neighborhood Place-Grandparents Raising Grandchildren Support Group. Your love for your grandchild is a wonderful feeling. But, it's also normal for you, your grandchild and others to feel:

- ➤ A Sense of Loss
- > Anger

- ➤ Guilt
- Uncertainty
- ➤ Isolation

G.L.U.E. (Giving Love, Understanding & Encouragement).

Now, there is a support group to help you get through this time. The purpose of a support group is to create a place where members can share information and discuss concerns. Topics that you decide are of interest will be discussed.

G.L.U.E meets every third Tuesday from 6:00-7:30 p.m. at Cane Run Neighborhood Place, 3410 Lees Lane.

Partners for facilitation of the group include: Metro Health Department, Shively Area Ministries, Farnsley Middle School and Seven Counties, Inc in addition to Cane Run Neighborhood Place. For more information, please call 485-6826.

To arrange for child care for children ages 5 & up call Farnsley Middle School (next door to Cane Run Neighborhood Place) at 448-9799.

he Louisville Metro Community Action Partnership (CAP) has been the local sponsor of the Summer Lunch Program for several years. CAP's Family Service Division's Summer Lunch Program will host an open house on Thursday, May 18-2006 from 4:00 – 7:00 PM.

The event will take place at the Louisville Metro CAP Central Office, 1200 South Third Street in the rear building and will feature samples from the program menus, games, door prizes and plenty of fun for the entire family. Last summer, the CAP Summer Lunch Program-

Operated for 10 weeks Served over 345,055 meals Served 6,500 children



Bulletin Board





Disclaimer: Information in the Bulletin Board is presented as it was received by Communiqué. Neither Communiqué, the Louisville Metro Cabinet for Health and Family Services, nor its staff can be responsible for the accuracy of this information. It is strongly advised that persons interested in attending a particular event contact the sponsor(s) through the information provided in order to verify time, date, location, etc. Please also note any registration requirements and deadlines, which are included in the listings as we receive them.

RESOURCES

edicare Part D Meeting May 2. Please join Senator Gerald Neal, Representative Darryl Owens and other community leaders along with AARP Kentucky to discuss the benefits of Medicare Part D at Jay's Cafeteria, 1812 W. Muhammad Ali Boulevard, from 1:30 to 2:30 pm. Free dessert and coffee will be provided to everyone attending. Participants should bring a list of all their medications. It is not too late to enroll in Medicare Part D, but the deadline is coming soon: May 15th.

iabetes Self-Management Series offered by the Chronic Disease Prevention Team of the Louisville Metro Health Department in May.

May 10: Types of Diabetes, High & Low Blood Sugar, Sick Days

May 17: Diet and Exercise

May 24: Diabetes Pills, Insulin, Preventing Complications (Part 1)

May 31: Preventing Complications (Part 2), Foot & Skin Care, Glucose Monitoring and Standards of Care

All classes meet from 6:00 to 8:30 p.m., at the Urban Government Center, 810 Barret Avenue. Please arrive 15 minutes early for first class to fill out paperwork. The

classes are free and open to the public, and attendance at all classes is encouraged. Contact the Chronic Disease Prevention Team at (502) 574-6663 to register. A complete list of classes and information can be found at: http://www.LouisvilleKY.gov/Health/CHEP.htm.

uardiaCare Continues
Caregiver Services.
GuardiaCare Services,
an agency serving seniors and those at risk for
financial and physical exploitation
for over thirty-six years, is continuing their Caregiver free seminars
this spring. The series is a collaborative effort with GuardiaCare and
the Auerbach School of Occupation
Therapy at Spalding University.

The Series, Staying Alive: How to be an Effective Caregiver, is a four week series designed to assist those in a caregiver role. The seminars not only provide valuable information but also a time to speak with other caregivers and understand the immense challenges. Guardia-Care, with funding from KIPDA, is able to offer the series free of charge and will cover topics including, Staying Alive: The Beginning, The Home Context, Advanced Planning, and Getting the Most Out of Your Benefits. Each session will go in depth to understanding more about the aging process, the healthcare system, and how caregivers can care for themselves and still

provide quality care to their friends and loved ones.

The classes meet one day a week for four weeks. There are two sessions still available to the public. The next session begins Tuesday May 16th at Holy Spirit Catholic Church and will continue to meet three more Tuesdays after that from 5:30-7:30 PM. Another seminar will begin Thursday, May 25 at Bates Memorial Baptist Church from 5:30 to 7:30 and will continue to meet three more Thursdays after.

The only requirements are that the caregiver be caring for a person over the age of 60. They do not have to live in the home of the person or be a relative. Space is limited and reservations can be made through Mary Ellen Harned or Debra Mays at 585-9949.

Other Caregiver Services

Free In-Home Consultations: In addition to caregiver seminars, GuardiaCare, in cooperation with the Auerbach School of Occupation Therapy at Spalding University, offers free in home consultations to evaluate the environment of the senior. Recommendations to reduce risk of falls or improve accessibility to basic living needs, such as the bathroom are given. Caregivers need to be present for the consultation and caring for a person 60 years of age or older.

Corporate Caregiving Workshops: GuardiaCare also offers free corporate workshops for employers

to provide information to employees who need assistance balancing their job and eldercare duties.

Anyone interested in the above services, may contact Mary Ellen Harned or Debra Mays at 585-9949.

iabetes Support Group offered by the Chronic Disease Prevention Team of the Louisville Metro Health Department May 11. Participation in the support group is free and open to the public. Registration is not required. The group meets the second Thursday of every month at the Park DuValle Community Health Center, 3015 Wilson Avenue, from 9:30 to 11:00 a.m. For May 11, the topic will be "Healthy Picnic Food." Contact the Chronic Disease Prevention Team at (502) 574-6663 if you have any questions. A complete list of classes and information can be found at: http:// www.LouisvilleKY.gov/Health/ CHEP.htm.

lanned Parenthood Offers Free Mammogram Screenings May 10. Planned Parenthood of Louisville, in conjunction with the Brown Cancer Center, will offer free mammogram screenings to uninsured women over 40 years of age on Wednesday, May 10 from 8:30 a.m. to 3:30 p.m., at the Planned Parenthood Office, 1025 South Second Street. We will also hold an educational discussion on menopause with a medical doctor at 3:00 after the screenings. Call 584-2471 ext. 236 to schedule an appointment. Walk-ins are welcome, but appointments will be honored first.

SPECIAL EVENTS

ARD SALE & BAKE
SALE for South Jefferson NP Baby GoRound April 29. Rain
or Shine, Follow The Crowd To
1000 Neighborhood Place (South
Jefferson Neighborhood Place) in
Fairdale from 8:00 a.m. to 2:00
p.m. The sale will be behind the
Southpark TAPP School at National Turnpike and the Gene Snyder Freeway. Stop by for a funfilled day of bargains and treats for
everyone! All Proceeds will benefit
the Baby-Go-Round.

ACM Starts Latina Women's Group. Eastern Area Community Ministries' (EACM) Latino Outreach Services has formed a Women's Support Group. Local Latina women meet on a monthly basis at Trinity Presbyterian Church and discuss issues relating to physical and mental health. Past topics include skin problems, cholesterol, and respiratory illnesses. Future topics include anxiety, cancer, and birth control. The meetings are facilitated by a nurse who brings a wealth of knowledge and experience to the group. Babysitting is provided by volunteers. Currently, about eight women are attending the sessions. Not only are they receiving vital health information but also forming the bonds of friendship and nurturing that help us all to stay healthy, both mentally and physically.

ispanic Latino Health Fair and Festival, Tu Salud es Importante, June 10. This will be a health fair and family festival event, with information booths, health screenings, health and social issues workshops, food, music,

and other fun family activities, from 8:30 a.m. to 4:00 p.m., at the Americana Community Center, 5801 Southside Drive. Organizations may sign up for a booth until May 1, by contacting Christine Owens at (502) 574-5360.

our de Cure Bike Ride for Diabetes May 20. The Tour de Cure will be held Saturday May 20, 2006 starting and ending at Eastern High School. We will have 3 routes from which to choose, a 15 mile, 31 miles, and 62 miles. We will have SAG stops with refreshments, EMS will be providing roving bike medical support, and we will have lunch and entertainment at the finish line. We are currently offering the waiving of the registration fee if you contact Nick D'Andrea at 502-452-6072 x 3346 or NDAndrea@diabetes.org.

TRAININGS AND CONFERENCES

aring for Victims of **Torture Conference** May 12. The Center for Victims of Torture along with Catholic Charities, Jewish Family and Vocational Services, and Kentucky Refugee Ministries invite you to attend a 1-day conference to be held in Louisville, KY on May 12, from 9:00 a.m. to 4:00 p.m., at JFVS, 3587 Dutchman's Lane. This conference is designed to help health care and human services professionals meet the specialized needs of refugees and immigrants troubled by experiences of torture and war trauma. The fee for the conference is \$25.00. If you have questions, please write to: registration@cvt.org or visit www.cvt.org.

enter for Non-Profit Excellence Workshops in May. CNPE workshops in May include Volunteer Management, Challenge Grants, Planned Giving, and more. For more information about these sessions, including dates and fees, please visit www.cnpe.org.

urricane Katrina and
Beyond: Disaster
Preparedness and
Response Training
for Mental Health

Professionals. In 2005, natural disasters affected millions of people around the world. In the U.S., hurricanes forced the evacuation of large populations of people in Gulf Region. In response to these events, the Kentucky Psychological Association (KPA) began offering training for mental health specialists and associated healthcare professionals in helping affected persons cope with life after natural disaster in February 2006. This training provides special attention to cultural factors that may influence the diagnosis and/or treatment of disaster-related mental health problems. The KPA assembled nationally recognized experts to provide training on working with children, adults, older persons, and African Americans affected by disasters. A total of nine educational modules are being sponsored by the University of Louisville and University of Kentucky. The Kentucky TeleHealth Network is used to broadcast the workshops throughout Kentucky.

The final three modules are scheduled for April 27 and April 28 in Louisville:

African American Children, Adolescents and Families – April 27, 9:00a.m.-12:00p.m.

African American Adults and Families – April 27, 1:30p.m.-4:30p.m.

Older African American Persons and Families – April 28, 9:00a.m.-12:00p.m.

The speaker for these final modules is Dr. Nancy Boyd Franklin, Graduate School of Applied and Professional Psychology, Rutgers University. All three modules will be held at University of Louisville School of Public Health and Information Sciences, 555 South Floyd St. K-wing, Room—4007. Contact Person: Sarah-Ann Davis, 502-852-0173, sa.davis@louisville.edu.

Continuing education units are available to participants who are psychologists, social workers, and other approved professionals for an administrative fee of \$15 per module selected. Seating is limited and available based on time and date of registration. Reservations are required.

To learn more about this series, refer to www.KPA.org.

Olunteers of America
Dedicates South Oaks
Senior Housing Community and Celebrates

CONGRATULATIONS

110 Years of Service to Louisville Area. Volunteers of America marked its 110th national anniversary in Louisville this April by dedicating its South Oaks Senior Housing residence. South Oaks is Volunteers of America's newest addition to its housing services in greater Louisville. The South Oaks residential community is made up of 47 one-bedroom apartments, sharing handsome common areas, set amidst park-like surroundings. In association with Spanish Cove, another residential community located on Canonero Way. Volunteers of America serves nearly 100 income-eligible senior citizens age 62 and older.

ritton Receives
Award. Michael Gritton, Executive Director of KentuckianaWorks,
has been selected to receive the
Commission on Adult Basic Education (COABE) Partner in Adult

Learning Services Award for 2006. This is a national award that honors an individual who is not employed in the field of education that has made an outstanding contribution to adult basic education/literacy as a community leader at the local state, regional, and/or national level. Michael was nominated by Julie Scoskie with JCPS Adult Education.

Michael will receive his award at the upcoming COABE National Conference in Houston, Texas at the end of April.

Here is a nice summary of why Michael won the award taken directly from the nomination: "Michael Gritton has made outstanding contributions to ABE at the local, state, and national levels by advocating for improved funding and delivery systems, assisting regional service providers in forming partnerships linking employment and education, and committing staff resources to develop programs and a communications plan model for ABE providers."

lymouth Community Renewal Center Celebrates 89 Years of Service. Plymouth Community Renewal Center is celebrating 89 years of service to individuals, families and youth, not only in the Russell community and surrounding neighborhoods but Metro-wide. To celebrate this momentous occasion and to ensure 89 more years of dedicated service to the community, Plymouth kicked off a major capital fundraising campaign at its annual Showcase Reunion Banquet held February 23rd. Coach Denny Crum was the Honorary Chair for this year's gala affair. Sir Friendly "C" (former Louisville Metro Police Officer Ray Barker) was honored with the Lee B. Thomas Award of Excellence for the integral role he has played in the lives of so many youth Metro-wide. Plymouth Community Renewal Center also recognized three of our youth who have shown considerable growth and development during the past year.

Founded in 1917 by Reverend Everett G. Harris, Plymouth Community Renewal Center continues to be a vital community resource. The Center's After-School Program provides tutoring, remediation, homework monitoring, Every 1 Reads, computers with internet access and additional support. Snacks are provided and Kid's Café is offered twice a week. Tutors are specially trained to work with students who possess some form of dyslexia or other learning difficulties. A recreation room is available for middle and high school age students thanks to the GE Elfun Volunteer Chapter of Louisville and an Elfun Community Foundation grant award. Its Out of Bounds youth initiative provides programs and support services to enable atrisk youth to avoid the negative consequences of a multiple risk environment. One component of Out of Bounds is a program called MAP. MAP is a cognitivebehavioral program designed to help young people identify and change dysfunctional thoughts, beliefs and patterns of behavior that contribute to their problems. Through a partnership with Central High School, nearly 300 freshmen are expected to complete MAP by the end of the 2005/2006 school year. Plymouth Community Renewal Center is offering the program at Central High School to assist in-coming freshmen with the difficult transition from middle school to high school. And Plymouth's Food Pantry provides individuals and families with much needed perishable and nonperishable food items thanks to a grant from Louisville Metro Human Services and contributions of food from Kentucky Harvest, Dare to Care, churches and individuals. Currently, the Food Pantry is filling over 600 requests for food each month.

eals on Wheels Needs
Volunteers. Meals-onWheels is looking for
volunteers to deliver
lunchtime meals to homebound
senior citizens. There are many
senior citizens living in this area

VOLUNTEERS NEEDED

that are unable to receive meals on wheels due to a severe shortage of volunteers.

Qualifications:

- Complete an application, including police record check
- Provide own transportation

Meals are picked up around 10 to 10:30 a.m., and delivery takes about 1 hour. Training is provided. Call (502) 574-6420 for more information or to volunteer.

kolona Spring Clean Up May 20. Individuals and organizations are invited to participate in the clean up effort from 10:00 a.m. to noon. Everyone will meet in the North Parking Lot of Southern High School. We will be divided into teams and pick-up trash and debris along Okolona streets. This will be a great fundraising opportunity! The 501c3 organization with the most volunteers will be awarded cash prizes. Groups wishing to compete for the prizes must be at Southern by 9:30 am on May 20 to register (all members of the group must sign in). Please join Councilwoman Flood at noon for a cookout-picnic at Southern High School to celebrate our efforts to "Keep Okolona Clean". For more information, call (502) 574-1124.

-NOW Mentoring Services, the mentoring component of YMCA Safe Place Services, is seeking adult volunteers to mentor youth, age 11-14, who have a parent in prison. Group meetings and one-onone adult mentoring connect the youth to caring and committed adults and their community. Volunteers are needed for a one year commitment. No experience is necessary, and training is provided. For more information, please call Dave Washer at 635-4394 or email dwasher@ymcalouisville.org.

Neighborhood Place Community Council

Each Neighborhood Place serves areas within the boundaries specified on the enclosed map. Please check the Community Council for which you are applying. 1. Ujima at DuValle Education Center, 3610 Bohne Avenue, 40211 _____ 2. Greater Cane Run Area, 3410 Lees Lane, 40216 3. South Jefferson at 1000 Neighborhood Place (behind 9110 National Turnpike), Fairdale, KY 40118 4. South Central, 4255 Hazelwood Avenue, 40215 5. First Neighborhood Place at Thomas Jefferson Middle School, 1503 Rangeland Road, 40219 6. Bridges of Hope at the Mabel Wiggins Family Investment Center, 1411 Algonquin Parkway, 40210 7. Neighborhood Place at 810 Barret, Urban Government Center, 40204 8. Northwest at Shawnee High School, 4018 West Market Street, 40212 Your Name: _____ Home Address: ZIP: Home Phone: _____ Work Phone: _____ Each Neighborhood Place Community Council includes area residents and people who have a workplace or who volunteer in the area but might not live there. Which of the following best describes you? Check one or both. I live in the service area of the center; and/or I work or volunteer in the service area of the center, as follows: (Organization Name) (Organization Address and Zip Code) (Organization Phone)

- The information in this application will be kept confidential within the selection committee;
- The selection committee will choose members to reflect the diversity of each service area;
- Funding may be available to help pay for childcare and transportation.

Please describe, in the space provided, why you want to be a member of the Neighborhood Place Community Council. What experiences and strengths would you bring to the Council?
To complete your application, please read these important points and sign below.
I am willing and able to commit at least 2 to 5 hours per month to the Council (perhaps more time at first) for up to 2 years.
Signature Date
Thank you for your interest and time in applying to serve on the Neighborhood Place Community Council.
Return Application to:
Administrator

Neighborhood Place Sites and Services



Neighborhood Places provide the following Core services:

- Child Protective Services (Protection & Permanency)
- Food Stamps
- Emergency Financial Assistance
- Kentucky Temporary Assistance Program
- Family Case Management
- Linkage to Family Resource & Youth Service Centers
- KCHIP & Medical Card
- Prevention & Education Programs
- Student Attendance & Support
- Linkage with Employment/Training Services
- HANDS (Case Management for 1st Time Parents) (see exceptions below)

ADDITIONAL SERVICES AVAILABLE PER SITE AS DESCRIBED BELOW:

First Neighborhood Place at Thomas Jefferson Middle School

Phone: 962-3160 FAX: 962-3171 Administrator: Linda Chatmon Address: 1503 Rangeland Road Louisville, KY 40219 Additional Services: *Alcohol & Substance Abuse/Case Management *Talkshops * Young Ladies Like Us * Grandparents Support Group *

T.J.'s Little Tot Shop - Baby Store Incentive Program

Satellite Site - First Neighborhood Place @ Liberty High School

Phone: 962-5660 FAX: 962-5670

Address: 3307 East Indian Trail Louisville, KY 40213 Additional Services: Kentucky Temporary Assistance, Food Stamps &

Medical Assistance are only available at this site

Neighborhood Place at 810 Barret

Phone: 574-6638 FAX: 574-6320 Administrator: Georgia Turner Address: 810 Barret Avenue Louisville, KY 40204 Additional Services: •Women, Infants & Children Nutrition Program (WIC) •Medical Clinic (Immunizations, Lead Tests, Head Lice Checks, Pregnancy Test, TB Skin Test) •Baby Store Incentive Program •Alcohol & Substance Abuse Assessment/Case Management • Talkshops •KTAP, Food Stamps, Medical Cards are available at the L&N

Building: 908 West Broadway

South Jefferson Neighborhood Place (Fairdale Site)

Phone: 363-1424 FAX: 363-1435 Administrator: Polly Mayer Address: 1000 Neighborhood Place Fairdale, KY 40118 Additional Services: •Women, Infants & Children Nutrition Program (WIC) • Employment Counselor • Baby-Go-Round & School Supplies Incentive Programs

Satellite Site - South Jefferson Neighborhood Place (Valley High Site)

Phone: 485-7310 FAX: 485-7125

Address: 10200 Dixie Highway Louisville, KY 40272

Additional Services: Employment Counselor • Baby-Go-Round &

School Supplies Incentive Programs

Neighborhood Place Northwest at Shawnee High School

Phone: 485-7230 FAX: 485-7251 Administrator: George Holmes
Address: 4018 West Market Street Louisville, KY 40212
Additional Services: +Healthy Start Initiative+Lead Poisoning
Intervention +4 C's Child Care Assistance+Alcohol & Substance Abuse
Assessment/Case Management Assistance+Talkshops

Neighborhood Place Ujima at the DuValle Education Center

Phone: 485-6710 FAX: 485-6707 Administrator: Sterling Neal, Jr. Address: 3500 Bohne Avenue Louisville, KY 40211 Additional Services: • Mediations • Healthy Start Initiative • Baby Store Incentive Program • On-site Family & Individual Counseling • Talkshops • Alcohol & Substance Abuse Assessment/ Case Management

Housed in the Duvalle Education Complex with additional

programming available.

Neighborhood Place of the Greater Cane Run Area

Phone: 485-6810 FAX: 485-6818 Administrator: Norwood Miller 3410 Lees Lane Louisville, KY 40216

Additional Services: •4 C's Child Care Assistance • Shively Area Ministries Family, Marriage, and Individual Counseling • Head Lice Intervention • Way To Grow Incentive Program for Young Families • Assessment of need in areas of mental health, domestic violence, substance abuse and learning disorders

Neighborhood Place Bridges of Hope

Phone: 634-6050 FAX: 634-6074 Administrator: Donna T. Morton Address: 1411 Algonquin Parkway Louisville, KY 40210 Additional Services: •Women, Infants & Children Nutrition Program (WIC) • Immunizations • Family Planning • 4 C's Child Care Assistance • Healthy Start Initiative • Louisville Metro Housing Authority Programs •Alcohol & Substance Abuse Assessment / Case Management •KTAP, Food Stamps, Medical Cards are only available @ the L& N Building, 908 West Broadway (Satellite location)

Satellite Site: 908 West Broadway, L&N Building, 1st Floor, 40203, Phone: 595-4575 FAX: 595-4721 Other services at the Satellite: ◆ Women, Infants & Children Nutrition Program (WIC) ◆Employment

Counselor

Neighborhood Place South Central

Phone: 485-7130 FAX: 485-7140 Administrator: Nancy Lasky Interim Address: 4255 Hazelwood Ave. Louisville, KY 40215 Additional Services: • Women, Infant & Children) Nutrition Program (WIC) • 4 C's Child Care Assistance • ESL Intake & Assessment (K-12) • Alcohol & Substance Abuse Assessment/Case Management • Lead Poisoning Intervention • Employment Counselor • Talkshops • Baby Store Incentive Program









Louisville Metro Government

- Health Department
- Human Services

Cabinet for Health & Human Jefferson County Public Schools Services

Seven Counties Services



The Communiqué listserv!

(replacing the current CQ monthly emails)

A LISTSERV is a moderated email forum available only by subscription. Email messages from listserv members go to everyone who is subscribed. The Communiqué listserv will allow subscribers to send and receive information about upcoming events in a more timely fashion than the quarterly edition of the regular Communiqué. The listserv goes into effect on May 1, 2006. Persons who are interested in the listserv must subscribe themselves using the instructions below. No one who is currently receiving CQ emails will be automatically subscribed to the listsery.

To subscribe:

Send an email to Communique@listserv.louisvilleky.gov with

For more information, email eddie.mitchell@louisvilleky.gov "Subscribe me" in the SUBJECT line and "Subscribe Commuinique" in the MESSAGE BODY

It all starts May 1, 2006!

Louisville Metro Cabinet for Health and Family Services is comprised of the following departments and agencies. In addition, the individuals listed serve as Cabinet representatives on the Communique Editorial Board:

Louisville Metro Human Services http://www.louisvilleky.gov/HumanServices

Tina Lentz – tina.lentz@louisvilleky.gov

Office of Youth Development http://www.louisvillekyyouth.org

Elizabeth Stith - elizabeth.stith@louisvilleky.gov

Louisville Metro Health Department http://louisvilleky.gov/health

Dave Langdon - dave.langdon@louisvilleky.gov

Cabinet for Health and Family Services

Lynn Howard - lynn.howard@louisvilleky.gov

Family Health Centers http://www.fhclouisville.org

Sharron Alexandersmith - salexandersmith@fhclouisville.org

KentuckianaWorks http://www.kentuckianaworks.org

Regina Phillips – Regina.Phillips@kentuckianaworks.org

Community Action Partnership (CAP) http://www.louisvilleky.gov/Department/CAP

Latoscia Mason – latoscia.mason@louisvilleky.gov

Communique is now available via the Internet! Check us out at: www.louisvilleky.gov/ humanservices/communique

Let us know if you would like to receive an email reminder when each issue of CQ is ready to view by emailing: tina.lentz@louisvilleky.gov. Put "Add to CQ email list" in the subject line.

Louisville Metro Cabinet for Health and Family Services

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